ACCESSNebraska Computer Tips for Customers

Use the correct website – **www.ACCESSNebraska.ne.gov –** If you use a website ending in **".com"** or anything else, you will be connected to a website which is not owned by the State of Nebraska and is not our application.

Technical assistance:
- **Complete the screening tool to help you decide for which programs you want to apply.**
- Click the **Help** button at any time you don't know how to answer a specific question. The **Help** button also gives you some tips on how to move from screen-to-screen.
- Establish a **User ID** and **Password**. This will save the information that you entered. You can return to the application within 30 days to finish it.
- If you are unable to see the **Continue** button at the bottom of the screen, you may need to change the resolution on your computer. The correct screen resolution is 1024 x 768.

  - **To change the screen resolution on most computers:**
    - Click the **Start** button on the lower left corner of your screen.
    - Click **Control Panel.**
    - Double click **Display.**
    - Click the **Settings** tab.
    - Under **Screen Resolution**, drag the slider to 1024 x 768 and then click **Apply.**
    - When prompted to apply the settings, click **OK.** Your screen will turn black for a moment. Once your screen resolution changes, you have 15 seconds to confirm the change. Click **Yes** to confirm this change.

Issues that may require you to use a different computer:
- A wireless connection may drop the connection/signal.
- Dial-up services are slow and can cause problems with the application.
- If you are using an old computer, it may not be compatible with the application.

User ID and Passwords:
- **Create a User ID and Password you can easily remember and write them down.** Keep them in a safe place so no one else can access your application. If you forget your User ID or Password, you must start a new application. If you need to get back into your application, you must enter the exact User ID and Password.
- **Wrong User ID or Password** – ACCESSNebraska allows three attempts to log in. If the computer locks you out, you must start a new application.

Double check your application:
- There are no **Back** buttons on the application screen.
- Make sure you have selected ALL the benefit programs for which you want to apply.
- When you enter your date of birth, double check to be sure that you entered your birth year and **not** the current year.
- At the end of each set of questions, there is a summary page with **Change** buttons that allow you to make corrections.
- Before you submit the application, you can review your answers by clicking on the **Start** button in the upper left hand corner of the screen.

Electronic Signature: Remember to click on the **Electronic Signature** button and then click **Submit.** These buttons must be clicked to submit your application to the Department of Health and Human Services. A confirmation number will be provided to indicate that it has been received. Write down this confirmation number. If you include your e-mail address on the signature page, you will receive an electronic confirmation.

To check on the status of your benefits, call the Voice Response Unit at 1-800-383-4278.

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